

# Enterprise Incident Report March 2011

As of 4/4/2011

## Board of Pardons and Parole

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Board of Pardons and Parole	4	7	1	12
	0	5	0	5
Customer Company Total	4	7	1	12
	0	5	0	5

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### Board of Pardons and Parole

#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Board of Pardons and Parole	4 0	7 0	1 0	12 0
Customer Company Total	4 0	7 0	1 0	12 0

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## Board of Pardons and Parole

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Board of Pardons and Parole	4 0.12	7 0.09	1 0.12	12 0.10
Customer Company Total	4 0.12	7 0.09	1 0.12	12 0.10

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### Board of Pardons and Parole

#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Board of Pardons and Parole	4 0	7 0	1 0	12 0
Customer Company Total	4 0	7 0	1 0	12 0

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Board of Pardons and Parole	4	7 0.11	1 0.12	12 0.11
Customer Company Total	4	7 0.11	1 0.12	12 0.11

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### Detail

<b>INC000000270818</b>	Melissa Nunn	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
Security	Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000271143</b>	Melissa Nunn	PC/Laptop	Password	Utah Department of Corrections		TIR Missed: No	TIR: 0.00
Security	Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000271443</b>	Julie K Brown	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.28
Help Desk	Brenda Treadway	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.41	
<b>INC000000274214</b>	Julie K Brown	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.22
Voice Operations	Annette Nielsen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.22	
<b>INC000000275958</b>	Bob Yeates	None	None	None		TIR Missed: No	TIR: 0.00
Security	Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000276269</b>	Tatiana Karaivanova	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Security	Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000285346</b>	Julie K Brown	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.00
Voice Operations	Annette Nielsen	Board of Pardons and Parole	High	Resolved	TTR Missed: No	TTR: 0.00	
<b>INC000000285346</b>	Julie K Brown	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.47
Voice Operations	Annette Nielsen	Board of Pardons and Parole	High	Resolved	TTR Missed: No	TTR: 0.47	
<b>INC000000286013</b>	Julie K Brown	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.12
Voice Operations	Annette Nielsen	Board of Pardons and Parole	Medium	Resolved	TTR Missed: No	TTR: 0.12	
<b>INC000000286955</b>	Shanna Wettstein	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.14
Voice Operations	Annette Nielsen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR: 0.14	
<b>INC000000287305</b>	Julie K Brown	Telecom	None	None		TIR Missed: No	TIR: 0.00
Voice Operations	Annette Nielsen	Board of Pardons and Parole	High	Resolved	TTR Missed: No	TTR: 0.00	
<b>INC000000287305</b>	Julie K Brown	Telecom	None	None		TIR Missed: No	TIR: 0.00
Voice Operations	Annette Nielsen	Board of Pardons and Parole	High	Resolved	TTR Missed: No	TTR: 0.00	